

# Employee Hardware Service Level Agreement Details

COA IT will provide eligible employees with one primary computer and display that will meet their job requirements. For most users this would be a standard Windows desktop and monitor. IT will upgrade the computer on an upgrade cycle based on factors such as budget, OS compatibility, and the ability of the hardware to meet job related needs. IT annually assesses the computing needs of employees in the spring and then contacts eligible employees to upgrade their computers.

IT provides three levels of computing hardware for employees. Full time employee status is based off of an academic year threshold .75 FTE.

- Full Time Employee - Standard user
- Full Time Employee - High End User
- Part -Time Staff or Lecturer

## Mac computers:

Due to the significantly higher cost of Mac computers and the additional support load, employees are eligible to select a Mac as their primary computer only if their position specifically requires it. In general, Mac computers would be limited to employees in Music, Art or other areas where the professional community is Mac-centric.

## Laptops:

- Employees are eligible to select a laptop as their primary computer if their job requirements specify the mobility of a laptop for a significant portion of their job. Employees needing a laptop for a limited portion of their position such as temporarily working from home, infrequently giving a presentation or traveling can check out a laptop from the checkout pool to meet that need.
- As the laptop's display is considered the IT provided primary display, employees wanting an external monitor would incur a departmental chargeback for it as it would be considered a secondary monitor.
- IT will replace laptop batteries at no cost during the initial upgrade period once they no longer hold a charge for more and an hour of run time.

## Specialized equipment:

Specialized equipment may require an outside service contract if support is necessary. Such equipment includes, but is not limited to, copiers, multi-function printers and scanners. IT is not responsible for the cost of outside service contracts.

## **Full Time Employee - Standard User**

Full time employee standard users would primarily use their computers for such applications as PowerPoint, Word, Excel, Adobe Acrobat, Photoshop, and InDesign, and web applications such as CAMS, Google Apps, and general Internet use. These computers would range from new to three years old based on existing stock and are typically upgraded on a 4 to 5 year upgrade cycle.

## **Full Time Employee - High End User**

Full time employee high end users would use their computers for specialized applications for high end mathematical analysis, computer modeling/simulations as well as production level graphic and video editing. These computers would have upgraded RAM, graphics, processors, hard drives, and laptop screen size and are typically upgraded on a 4 year upgrade cycle.

## **Part-Time Staff or Lecturer**

Part-time staff who work less than .75 FTE or Lecturers with an FTE of .3 or more for the academic year. These computers would range from new to three years old based on existing stock and are typically upgraded on a 5 to 7 year cycle depending on work requirements and FTE level. This equipment may be shared equipment.

## **Employee Hardware Service Level Agreement Fees**

Cost for requests exceeding standard configuration will be paid by the individual's department. Items exceeding standard configuration include, but are not limited to, external drives, scanners, printers, LCD flat panel displays, and extra AC power adapters.

Repair service is free of charge for non-specialized equipment tagged with a College of the Atlantic Information Technology Inventory Sticker. If equipment does not have an inventory Sticker, then it will not be supported by COA IT.

## **IT policy on lost, stolen, or misused computers**

In the event of either accidental damage (drops, liquid spills, etc.) to the computer, provided by the institution to the employee, or theft of the computer taken off campus, the employee's department will be responsible to contribute 50% of the cost of repair/replacement of the system. IT will cover the remaining 50% of the cost. The cost of repairing/replacing system components that fail under normal wear and tear will continue to be covered fully by IT. Theft of computers that happen on campus will also be fully covered by IT.